

**CITY OF ASHEVILLE, NORTH CAROLINA
CLASS SPECIFICATION**

**RISK MANAGER
FINANCE DEPARTMENT**

GENERAL STATEMENT OF DUTIES

Performs responsible administrative and complex professional work planning, developing and overseeing risk management, loss prevention, and loss control programs to minimize the City's liability exposure. Employee reports to the Chief Financial Officer.

DISTINGUISHING FEATURES OF THE CLASS

An employee in this class administers various programs to minimize the City's accidental losses and manage all liability exposures. Work involves supervising technical, contract professional and administrative-clerical staff, analyzing liability insurance policies held by or available to the City and recommending proper coverage to be maintained by the City, advising department directors of insurance policy requirements and claims procedures, and administering the City's self-insured liability, workers' compensation and group benefits (e.g. employee medical, dental and group life insurance) programs. Employee is also responsible for analyzing City policy and procedures and recommending policy and procedural changes as necessary to minimize liability exposure. Work requires that the employee exercise considerable initiative and analytical judgment in analyzing insurance industry data, federal regulations and existing City policies and procedures. Employee must also exercise tact, courtesy and firmness in advising City employees, department directors and officials. Work is performed under broadly outlined objectives under minimal supervision of the Chief Financial Officer and is evaluated through conferences and reports on the basis of the risk management and loss control processes.

ILLUSTRATIVE EXAMPLES OF WORK

ESSENTIAL JOB FUNCTIONS

Reviews City operations and programs to analyze and determine scope of liability exposure, and compares existing liability programs with individual departments' identified exposure and new insurance practices and/or policies available to the City; counsels and advises City officials as to proper risk financing techniques to be maintained and need for alternative risk financing, as appropriate, and in accordance with identified exposures and budgetary restraints.

RISK MANAGER

Evaluates potential loss to real and personal assets of the City and selects appropriate levels of protection, including self-insured retentions, excess coverages, property insurance, and boiler and machinery and inland marine.

Advises department directors of City's liability programs and of proper procedures for filing claims and submitting associated reports and/or records; ensures adherence to policies and procedures by department directors.

Serves as an officer of the Asheville Claims Corporation.

Oversees preparation of records and reports documenting accidents, property loss and damage, and other incidents associated with City operations, ensuring completeness of documentation; investigates and analyzes specific incidents resulting in loss to the City and recommends policy and/or procedural changes to eliminate or minimize risks; advises City officials in matters involving litigation. Negotiates settlements on behalf of Asheville Claims Corporation with claimants and their attorneys.

Coordinates defense of all litigation of claims against the City with the City Attorney's Office and/or outside defense counsel as appropriate.

Supervises Safety Office's inspections of City workplace design, policies, procedures, etc., to determine compliance with federal Occupational Safety and Health Administration regulations and the Americans with Disabilities Act; advises personnel, department directors, and City officials of recommended changes to policies, procedures, workplace design, etc., as necessary to comply with OSHA and ADA regulations, and ensures adherence to established policies and procedures.

Prepares and disseminates a variety of handouts and other literature to City department directors and other supervisors on topics pertaining to risk management loss prevention and loss control.

Coordinates administration of City self-insured liability, group benefits, and workers' compensation programs, monitoring third-party claims administrators to ensure responsiveness to City personnel, claimants and propriety and efficiency of methods and techniques used in processing claims. Acts as liaison between City and insurance carriers or third-party insurance administrators and supervises adjusters. Examines and resolves problems, complaints and disputes, as necessary.

Compiles and maintains statistics pertaining to liability losses and current work practices and workplace safety programs, and analyzes such data to determine trends and long-range projections; prepares and maintains various records and reports, submitting data as required by state and/or federal oversight agencies.

Researches, reviews and analyzes various insurance programs available to City government; reviews various professional journals and other literature and documentation to enhance and maintain knowledge of trends and developments in the insurance industry, and municipal fields.

ADDITIONAL JOB FUNCTIONS

RISK MANAGER

Performs other related work as required.

KNOWLEDGE, SKILLS AND ABILITIES

Mastery of the principles, practices, procedures and philosophies of risk management.

Mastery of the forms, documents, and practices associated with self-insurance programs.

Thorough knowledge of the application of civil law to workplace safety, especially as related to City government liability and insurance administration.

Thorough knowledge of state and federal laws applicable to operations of local government, including federal Occupational Safety and Health Administration rules and regulations and applicable provisions of the Americans with Disabilities Act.

Thorough knowledge of the policies, procedures, methods and practices of filing insurance and workers' compensation claims.

Thorough knowledge of North Carolina law pertaining to the operations, authorities, responsibilities and administration of City government, and governmental immunity.

Considerable knowledge of the current literature, trends and developments in the fields of insurance administration, and risk management and loss control.

General knowledge of ethical guidelines applicable to the position as outlined by professional standards and/or federal, state and local laws, rules and regulations.

Ability to use common office machines, including popular and specialized computer-driven word processing, spreadsheet and file maintenance programs.

Ability to analyze and interpret policy and procedural guidelines, and to formulate, develop and present recommendations to resolve technical problems and questions.

Ability to interpret and apply laws and court decisions, and to use legal source material in technical research.

Ability to work in a consulting capacity with public officials at various levels of authority and influence within City government.

Ability to prepare and maintain complex files and records.

Ability to effectively express complex ideas orally and in writing.

Ability to make oral presentations before large groups of people.

Ability to exercise considerable tact, courtesy, firmness and discretion in frequent contact with City officials at various levels of authority and influence within City government.

Ability to establish and maintain effective working relationships as necessitated by work assignments.

RISK MANAGER

MINIMUM TRAINING AND EXPERIENCE

Bachelor's Degree in business administration, public administration, Associate in Risk Management (A.R.M.), industrial safety engineering, or a related field, and 6 to 9 years of experience in the development and administration of liability programs, with emphasis on risk management, loss prevention and loss control; and/or any equivalent combination of training and experience required to perform the essential position functions.

COMPETENCIES

Technical Competency: Ability to use the tools and concepts of the specialty area in which the employee works. Includes using appropriate processes, procedures, resources, and work or professional standards.

Interpersonal Competency: Ability to work with people, develop and maintain work relationships, communicate, manage conflict, and perform as an effective team member.

Intellectual Competency: Ability to think, learn and process information. Ability to solve problems and gather necessary information. Includes having math and reading skills appropriate to job level.

Customer Service: Ability to identify customers, determine the valid needs of a situation, and provide service or service recovery in a manner that satisfies the customer.

Organizational and Community Sensitivity: Ability to take the larger perspective into account, recognize organizational and community priorities and balance actions appropriately.

Physical Skills: Ability to perform required jobs with adequate strength, dexterity, coordination and visual acuity (with reasonable accommodation[s] if needed) and in a manner that does not pose a direct threat to the health or safety of the employee or others in the workplace.

Salary Grade 24, Exempt